

Role Name: IT Contracts and Support Officer

Role data

Position no.	E12507	Work Area Profile	IT Management
Work Level Classification	Level 4	Directorate/Business Unit	Information Technology
Reports to (role)	Manager – Vendor & Contract Management	Location	Melbourne
No. direct reports	Nil	No. of indirect reports	Nil
Version date	November 2022	Tenure	Ongoing

Work Area Profile

The IT Directorate provides technology services and solutions that advance the Ahpra vision, mission and strategic goals. The Directorate supports Ahpra's users, leadership, external stakeholders and practitioners with customer-oriented service and a robust and reliable technology environment that encourages effective and innovative ways of using technology in all facets of Ahpra's operations.

IT Management shapes IT policy and drives IT performance for cost effectiveness and seamless working for its stakeholders.

Role purpose

Reporting to the Manager – IT Vendor & Contract Management, the IT Contracts and Support Officer supports the effective and efficient operation of the Directorate by working within the IT Management team, business partners and collaborating within and across the Directorate.

The IT Contracts and Support Officer is responsible for providing strong administrative expertise to ensure IT complies with Ahpra policies and procedures and maintains data across various IT systems to ensure information is accurate and current. The role ensures that IT optimises value for money from smaller value contracts with vendors/third parties, and that these contracts remain aligned to business needs.

Key Accountabilities

- Provide administrative coordination with strong service insights to support new or renewed technology contracts as appropriate working within Ahpra's wider procurement framework, policies and procedures
- Ensure various IT systems including ERP – Unit4 and Portt Contract Management reflect accurate and current data, including raising of purchase requests, goods receipts and purchase order amendments, key dates, etc.
- Provide commercial support with service insights and recommendations to advise, manage and negotiate new or renewed smaller value technology contracts with IT Contract Managers, as appropriate, to improve efficiency or effectiveness, within Ahpra's wider procurement framework

- Verify services and invoices are consistent with the terms of the contract and raise escalations and corrections to the Manager – IT Vendor & Contract Management ensuring an adequate audit-trail
- Be the secondary point of commercial contact for IT vendors
- Forecast future variations of cost based upon the current run rate and escalate budget variations
- Work closely with the procurement and legal teams to administer contractual terms
- Support the identification and selection of appropriate sourcing options to ensure delivery of quality IT solutions at a competitive price and appropriate quality and risk
- Support coordination between IT Strategy and Architecture, IT Service Development and IT Service Management and Operations in terms of vendor relationships to deliver cost reduction and maximum value from key third-party contracts
- Coordinate IT functions with the administration of operational relationships with vendors, as required
- Coordinate vendor relationship governance, confirming vendors fulfil any responsibilities during the contract and their exit period
- Review and report vendor performance against defined SLAs and OLAs together with relevant IT functions
- Support vendor service improvements when needed, administering issues and disputes
- Be proactive in coordinating existing IT contract discussions well before expiry
- Assist finance in IT contract budgeting and forecasting
- Foster a culture of continuous improvement by seeking opportunities to review and improve vendor management processes across the role scope and system/services
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants meaning to:
 - Take reasonable care for own and others' health, safety and wellbeing
 - Adhere to Ahpra's workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The AHPRA [Capability Framework](#) applies to all AHPRA employees. Below is the complete list of capabilities and proficiency level required for this position.

Capabilities	Proficiency level
Commits to customer service	Advanced
Displays leadership	Intermediate
Generates and delivers the strategic vision	Foundation

Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Builds constructive working relationships	Advanced
Communicates effectively	Advanced
Demonstrates accountability in delivering results	Advanced
Uses information and technology systems	Advanced
Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	Bachelor or Business degree (or equivalent experience)
Experience	<ul style="list-style-type: none"> Strong contract interpretation Strong contract administration experience Strong knowledge of technology sourcing, procurement & contract negotiation Good negotiation skills Good experience in vendor relationship management Good understanding of overall IT operations

Key Relationships

Internal Relationships	External Relationships
CIO and Directorate peers	Potential and Contracted IT vendors
Information Technology Directorate National Directors and teams	
Ahpra Business Partners: Legal, Procurement, Finance	